

LEGAL SERVICES

2013 Community Impact Report

Travis County Health and Human Services & Veterans Service
Research & Planning Division

MARCH 2014

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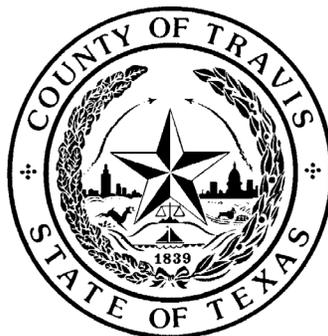
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TRAVIS COUNTY

HEALTH and HUMAN SERVICES & VETERANS SERVICE

PURPOSE

Who we are:

A Department of Travis County that serves the community under the guidance of the Commissioner's Court

What we do:

Address community needs through internal and external investments and services

What we strive to accomplish:

Maximize quality of life for all people in Travis County

- Protect vulnerable populations
- Invest in social and economic well-being
- Promote healthy living: physical, behavioral, and environmental
- Build a shared understanding of our community

VALUES

We value helping people.

- We provide accessible, person-centered services with respect and care.
- We work to empower people through our service to them, always honoring the strengths and differences of the individuals and families of Travis County.

We value the accountability and integrity of our staff.

- We value the diversity of our staff and the experience each of us brings to TCHHS/VS.
- We honor our collective service to the public, including the careful stewardship of public funds.
- We value the quality services we provide to the community in a spirit of shared responsibility.

We value cooperation and collaboration in the community at large and within TCHHS/VS.

- We are interdependent and connected.
- We treat one another with respect and value effective communication and teamwork.
- We honor our partners in the community and engage with them to more efficiently and effectively serve our clients.

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Introduction

The Travis County Commissioners Court, through Travis County Health and Human Services & Veterans Service Department (TCHHS/VS), annually invests over \$15 million in community-based social service programs. These Department investments align with and supplement our direct services to meet the needs of local residents. Community-based organizations are frequently geographically and culturally embedded in the communities they serve and are often best positioned to provide needed services.

Purpose of Report

The annual Community Impact Report provides an overview of TCHHS/VS investments in health and human services. The *2013 Community Impact Report* offers highlights of community conditions most pertinent to the services purchased, and details investment, programmatic, and performance information on the Department's social service contracts. This information allows policy makers, program managers, and others to better understand these investments, recognize accomplishments, identify areas for improvement, disseminate lessons learned, and highlight areas warranting further research.

Organization of Report

This report addresses nine issue areas plus a summary of Planning and Evaluation investments. The Investment Overview summarizes information from across all nine issue areas. Each issue area section begins with community conditions information and then provides performance highlights about the programs included within that issue area. Each program is classified into the issue area most closely aligned to its central goals and objectives.

Although this report highlights community conditions for individual issue areas separately, each issue area must be considered in a broader context. Community conditions related to a single issue area may have similar or related root causes and broad-level consequences. Current economic conditions also have a global impact on community conditions.

Performance highlights contribute to local knowledge about the Department's contracted community-based programs. This report provides detailed information about each program covered by an issue area, including an overview of program goals, services provided, eligibility criteria, and funding. Client demographics and ZIP codes are summarized for each program when applicable. Also captured are each program's performance results, compared to its contractual performance goals, and explanations of notable variance (+/- 10%) between the performance results and goals.

Notes on Methodology

Community conditions discussed in this report reflect the most recent information available at the time of writing. Most data included in the *2013 Community Impact Report* cover calendar year 2013, because the majority of the social service contracts included in the report follow a calendar year schedule. Program and performance highlights are drawn from contracts and reports provided by contracted service providers. Estimates from the American Community Survey have been tested at a 90% confidence level for reliability. In some cases, all noted, estimates were unreliable due to small sample sizes.

Considerations When Reading This Report

Performance results provide only a starting point for understanding the impact of these programs. These summary statistics are not necessarily an indication of the programs' overall performance, but rather a snapshot of their performance over a one-year period. Within these reports, service providers offer explanations for variance in performance, which provides context and meaning to summary results.

Performance results do not reflect programs' full value to and impact on the community. Therefore, it is important to keep the following considerations in mind when reviewing program performance.

Readers should use caution when comparing output and outcome results across programs, as participant characteristics can significantly influence a given program's performance goals and results. For example, performance results may be lower for programs with clients who face considerable challenges (e.g., serious mental illness or addiction issues) and have little social support.

Factors beyond the program's control may also impact the program's performance. For example, the relative scarcity or abundance of jobs in the local economy will impact client employment rates for a workforce development program, regardless of the quality of training and support provided. Without controlling for these factors, the true impact or efficacy of the program on outcomes cannot be discerned.

Readers should also use caution when examining outcome results for programs with less than 30 clients, in which the outcome of just a few clients can greatly affect the program's total outcome result. In these instances, examining percentages may be less helpful than examining raw numbers.

Finally, this report captures a selection of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. Performance measures may not all be equal in importance or value to the community.

Community Conditions

LEGAL SERVICES GOALS AND SERVICES

Programs and services within this issue area provide legal assistance in the form of legal services, education and advocacy to improve the navigation of systems, access to services and knowledge of legal rights. Some examples of services provided by programs within this issue area include legal counseling, education and advocacy toward preventing homelessness, neglect and abuse, or financial insecurity among low income or otherwise vulnerable Travis County residents.

HIGHLIGHTS OF COMMUNITY CONDITIONS

For many Texans, particularly those in poverty, access to effective legal services is limited. This is true of both the civil and criminal legal systems,¹ although the scope of the following information is primarily focused on the civil system and related access to civil legal services. Civil law includes matters like housing eviction and foreclosures; family issues including child support and custody; and access to government benefits such as Veterans benefits, Social Security and food stamps.² Civil legal assistance helps people who face barriers to obtaining adequate legal counsel to protect their rights and advance their interests in civil legal matters.³ A variety of mechanisms provide these legal aid services, including staffed legal aid offices, organized civil pro bono programs, and legal hotlines.⁴ Services may range from legal advice to brief direct assistance to extended representation.⁵

Demand for Services

While civil legal services programs may target a variety of eligible populations, low-income residents (people living in households with incomes at or below 125% of the federal poverty income guidelines)^a are a priority population for and frequent recipients of legal aid services.⁶ There is a significant gap between the civil legal needs of low-income people and the availability of services to meet these needs. Studies documenting this gap estimate that 50% of people who seek legal aid are denied services due to insufficient provider resources^b, and that overall, less than 20% of legal problems experienced by low-

a 125% of the federal poverty income guidelines (\$23,550 for a family of 4 in 2013) is the eligibility cut off for services under the financial means test established by the central national funder of civil legal assistance, the federal Legal Services Corporation. Programs not funded by the LSC may have different financial eligibility guidelines.

b This statistic refers to Legal Services Corporation funded programs.

income people are addressed with the assistance of a private attorney or legal aid lawyer.⁷

Exacerbating the overall insufficient supply of services, funding for legal aid services has been unstable in recent years. Federal funding through the Legal Services Corporation (LSC) was reduced through the Budget Control Act of 2011 and additionally through sequestration in 2013: Texas legal aid providers lost \$6.1 million in 2012 and another \$600,000 in 2013 due to these cuts.⁸ Funding through the Interest on Lawyers Trust Accounts (IOLTA) program administered by the Access to Justice Foundation also continues to decline. Because interest rates have plummeted and are now being held at historically low levels, proceeds from these accounts fell from \$20 million in 2007 to a projected total of \$3.6 million for 2013.⁹ On a positive note, and mirroring a national trend of increasing state funds for legal aid services,¹⁰ the Texas Legislature has appropriated state funds since 2009 to make up for some of the shortfall in LSC and IOLTA funding.¹¹

An estimated 247,000 Travis County residents are income-eligible for legal aid services.¹² While it is difficult to comprehensively gauge the local demand for legal aid services based on available data, requests for information and referral provide some limited indication of the scope of the need. In 2013, 2-1-1 Texas received 7,371 calls from Travis County residents requesting information about a range of criminal justice and legal services, including legal counseling, mediation, child support assistance, tenants' rights, benefits assistance, and general legal aid.¹³ Calls for general legal aid (1,397) were ranked among the top 25 caller needs.¹⁴ The Lawyer Referral Service of Central Texas reports that it made 628 referrals for reduced-fee legal services in 2013, a 40% decrease from the 1,040 referrals made in 2010.¹⁵ Agency officials attribute this trend to the fact that clients cannot afford even the nominal fees for services, and that some clients, as a last resort, are choosing to represent themselves (*pro se*).¹⁶

New service types are emerging to address the needs of those who are unable to afford the fees associated with full representation. For family law issues, the Referral Service of Central Texas now makes referrals to lawyers who practice "Limited Scope" representation. Rather than full representation, from the outset of a legal matter to the conclusion, lawyers assist *pro se* litigants on a limited basis.¹⁷ As the public learns about this alternative, there have been increases in this type of referral. The Lawyer Referral Service of Central Texas made 12 such referrals in 2010, increasing to 127 referrals by 2013.¹⁸

In addition to the overall need for access to legal services, some populations require legal assistance for access and representation within the specific systems with which they are engaged. The following describes some of these populations in more detail.

Families Involved with the Child Welfare System

For most civil legal issues there is no right to a court-appointed attorney;¹⁹ however, indigent parents who are involved with the child welfare system are entitled to court appointed legal representation as they work to maintain parental access to their children (indigent parents are commonly recognized by Texas Courts as those who are at or below 150% of the federal poverty income guidelines).²⁰ Under Texas state law, children with open cases at Child Protective Services are also provided with legal representation independent from their parents or guardians.^{21,c} Data from the Texas Department of Family Protective Services can be used to estimate the demand for child-welfare-related legal services. In FY 2012 in Travis County, there were 11,351 initial intakes alleging child abuse or neglect,²² 1,878 confirmed cases, and 478 children removed from their homes.²³ In total, confirmed cases of abuse and neglect involved 3,045 children in Travis County during FY 2012.²⁴

Veterans

Veterans are eligible for a range of benefits to ensure their health, safety, and quality of life after serving in the United States Military. Many Veterans need legal services to help identify and obtain these benefits, particularly in situations involving the denial of a disability claim.²⁵ Veterans may also need legal services for many of the same family, financial, or housing related issues facing the general population.²⁶ Currently, there are 55,635 Veterans living in Travis County, including 12,415 who served from September 2001 or later.²⁷ About one in five Travis County Veterans (12,412 Veterans) has a service-connected disability.²⁸

Immigrants

Applications for immigrant benefits^d are adjudicated by the Executive Office of Immigration Review (EOIR) in the Department of Justice and U.S. Citizenship and Immigration Services (USCIS) in the Department of Homeland Security. U.S. immigration law authorizes only licensed lawyers and representatives accredited by the Board of Immigration Appeals (BIA) to represent individuals in those proceedings.²⁹ Access to affordable, accredited legal services is crucial because in the absence of such services, residents can be targeted for fraud by “notarios” or immigration consultants. “Notarios” are individuals who are not attorneys or accredited representatives, thus not authorized to provide counsel in immigration cases, and

c For a more detailed summary about the provision of these services in Travis County, see Travis County Criminal Justice Planning’s reports on the Offices of Child and Parental Representation at http://www.co.travis.tx.us/criminal_justice/Research_planning/pdfs/cost_ben_OCR_110922.pdf and https://www.co.travis.tx.us/criminal_justice/Research_planning/pdfs/cost_ben_OPR_110922.pdf.

d Immigrant benefits include: granting of U.S. citizenship to those who are eligible to naturalize, authorizing individuals to reside in the U.S. on a permanent basis, and providing eligibility to work in the United States.

who often target vulnerable immigrants by relying on the client’s unfamiliarity with the English language and U.S. immigration laws. Given the complexity of immigration law, immigrants served by “notarios” risk financial loss, and risk losing or forfeiting their eligibility for immigration benefits.³⁰

According to the 2012 American Community Survey, there are 191,184 immigrants living in Travis County (comprising 17% of the total county population).³¹ In the nation as a whole, immigrants make up 13% of the population, and in Texas, they make up 16% of the population.³² In FY 2011, in the Austin-Round Rock Core Based Statistical Area, 5,897 individuals obtained legal permanent residency status³³ and 3,472 people became naturalized citizens.³⁴

Further Resources

Travis County HHS/VS investments in legal services are most closely tied to the Basic Needs, Housing Continuum, Child and Youth Development, and Behavioral Health issue areas. Some Travis County funded legal services are intended to help secure public benefits and prevent financial instability and homelessness. Other services are focused on children and youth involved in the juvenile justice or child protection systems and are intended to minimize negative impacts as they move through these systems.

Travis County also provides legal services through the Criminal Justice Planning Department and the Civil and Criminal Court Systems, offering specialized services for highly vulnerable populations, such as abused and neglected children, indigent primary parents, youth offenders, and people impacted by mental illness.

Below are selected resources that provide more information on research and data related to legal services:

The Travis County Criminal Justice Planning, Justice and Public Safety Division

www.co.travis.tx.us/criminal_justice/default.asp

Travis County Criminal Justice Planning supports the Travis County Commissioners Court and key stakeholders by providing quality data analysis and facilitating the planning and implementation of county-wide initiatives for the enhancement of public safety.

Texas Access to Justice Foundation (TAJF)

www.teajf.org/news/publications.aspx

Texas Access to Justice Foundation is the leading funding source for legal aid in Texas. TAJF was created by the Supreme Court of Texas in 1984 to administer the Interest on Lawyers’ Trust Accounts (IOLTA) Program. Since then, TAJF has diversified its funding sources to include public funding and private donations. TAJF provides updates on state-level legal services funding trends.

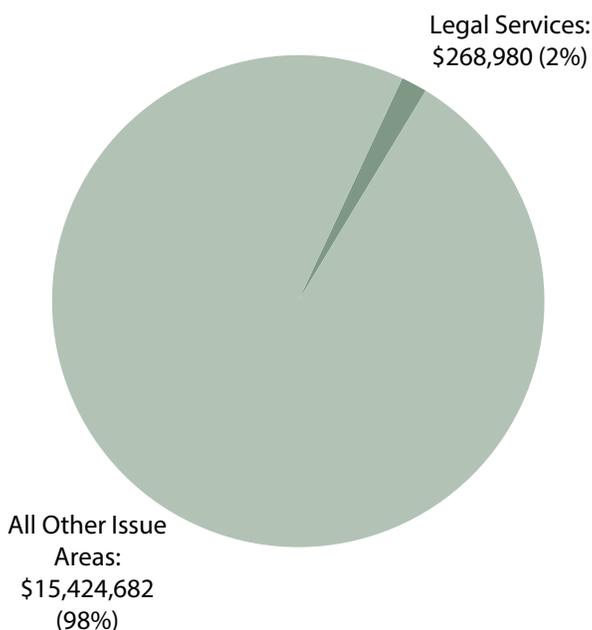
Investment Overview

OUR INVESTMENT

Legal services span a wide range of issues and serve a diverse array of clients. TCHHS/VS contracts with agencies offering legal services primarily focused on helping clients obtain financial security, serving at-risk children and youth, and assisting immigrants.

Other TCHHS/VS legal services investments not included in the Community Impact Report include the Neighborhood Conference Committee, Community Development Block Grant programming, and the Office of Veterans Service. Travis County also provides legal services through the Criminal Justice Planning Department and the Court System, offering specialized criminal justice protections and advocacy services for highly vulnerable populations such as abused and neglected children, indigent primary parents, youth offenders, and people impacted by mental illness. Those County programs and services include Juvenile Court, a dedicated Juvenile Public Defender, a dedicated Mental Health Public Defender, the Justice for Mental Health Collaboration Program, the Office of Parental Representation, and the Office of Child Representation.

INVESTMENT IN LEGAL SERVICES AND OTHER ISSUE AREAS, 2013



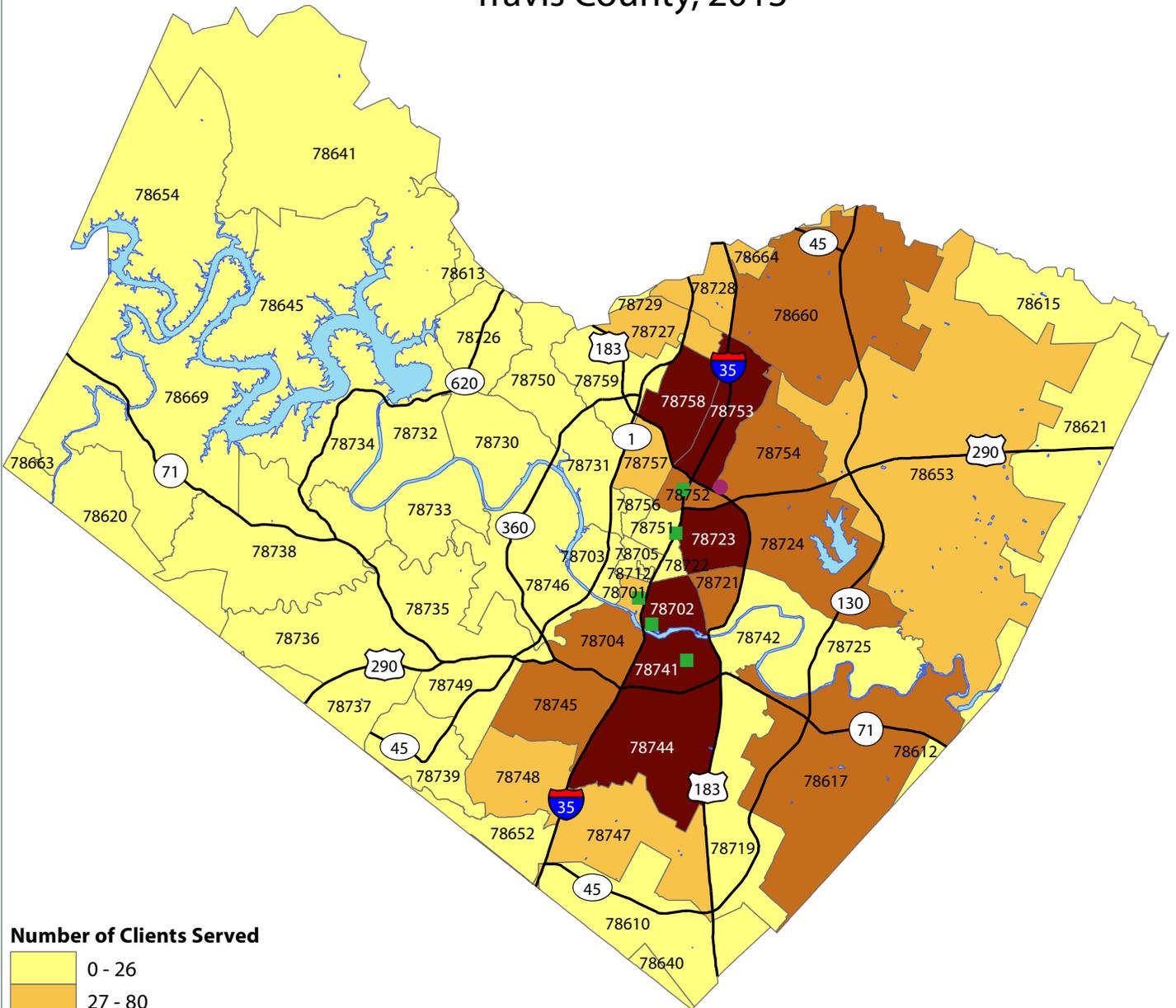
FUNDING SUMMARY

The 2013 Funding Amount reflects calendar year funding (January 1 through December 31, 2013) unless otherwise noted.

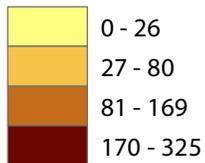
Agency Name	Program Name	2013 Funding Amount
CASA of Travis County	Child Advocacy	\$85,000
Catholic Charities of Central Texas	Immigration Legal Services	\$10,305
Texas RioGrande Legal Aid, Inc.	Legal Assistance Program	\$173,675

Legal Services

Service Provision Locations and Clients Served by ZIP Code Travis County, 2013



Number of Clients Served



Service Providers

- Catholic Charities of Central Texas
- Texas RioGrande Legal Aid

Service provision locations are not included for CASA of Travis County as services can be accessed anywhere the client is located.

Notes: This map shows 3,376 clients by ZIP code. 618 (18% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries.

Source data: Contracted service providers, 2013-2014.

This map was created using City of Austin shapefiles.

Created by: Travis County HHS/VS Research & Planning Division, 2014.



Child Advocacy

Program Description

The goal of CASA of Travis County is to provide an advocate for abused and neglected children in Travis County with a vision of ensuring that every child lives in a secure, safe and permanent home. The Child Advocacy program serves child victims of abuse and neglect in Travis County. A volunteer guardian ad litem from CASA will spend an average of 20 hours a month with each child, research the details of the case, advocate for the child's legal, placement, medical, educational and therapeutic needs and present clear, detailed reports to the judge advocating for the child's best interest.

Funding

The total TCHHS/VS investment in the Child Advocacy program for 2013 was \$85,000. This investment comprised 3.6% of the total program budget.

Eligibility Criteria

CASA provides advocacy to children from birth to age 18 (and older if they are in college or other educational pursuit, as allowed by state law) who have experienced abuse or neglect and who, as a result, have a legal case in the Travis County child protection courts.

CASA OF TRAVIS COUNTY: CHILD ADVOCACY

Client Demographics

The Child Advocacy program served more males (52%) than females (47%). More than one-third (38%) of clients served were children under the age of 5, and 27% were between the ages of 5 and 9. Hispanic or Latino clients comprised 40% of the population served. Clients who identified as Some Other Race also comprised 40% of the population and one-quarter (25%) identified as Black or African American. Since this program serves children and youth age 18 or younger, income information is not collected.

Gender	Num.	Pct.
Female	763	47%
Male	843	52%
Unknown	9	1%
<i>Total</i>	<i>1,615</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	640	40%
Not Hispanic or Latino	946	59%
Unknown	29	2%
<i>Total</i>	<i>1,615</i>	<i>100%</i>

Race	Num.	Pct.
American Indian and Alaska Native	3	0.2%
Asian	6	0.4%
Black or African American	396	25%
White	272	17%
Some other race	640	40%
Two or more races	231	14%
Unknown	67	4%
<i>Total</i>	<i>1,615</i>	<i>100%</i>

Age	Num.	Pct.
Under 5	609	38%
5 to 9	441	27%
10 to 14	317	20%
15 to 17	183	11%
18 to 24	40	2%
Unknown	25	2%
<i>Total</i>	<i>1,615</i>	<i>100%</i>

Income	Num.	Pct.
Unknown	1,615	100%
<i>Total</i>	<i>1,615</i>	<i>100%</i>

Note: Percentages may not total to 100% due to rounding.

CASA OF TRAVIS COUNTY: CHILD ADVOCACY

Client ZIP Codes

Out of 1,615 children and youth served in this program, the highest percentage (22%) resided in the East area of Travis County. The Northeast (21%) and Southeast (20%) areas also saw high percentages of clients. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	8	0.5%	78613	1	0.1%	78727	18	1.1%
78653	20	1.2%	78641	16	1.0%	78728	20	1.2%
78660	42	2.6%	78645	4	0.2%	78729	10	0.6%
78664	6	0.4%	78654	2	0.1%	78757	31	1.9%
78752	55	3.4%	78669	2	0.1%	78758	80	5.0%
78753	146	9.0%	78726	3	0.2%	78759	11	0.7%
78754	68	4.2%	78731	5	0.3%	<i>Total North</i>	<i>170</i>	<i>10.5%</i>
<i>Total Northeast</i>	<i>345</i>	<i>21.4%</i>	78732	5	0.3%			
			78734	9	0.6%			
			78750	6	0.4%			
			<i>Total Northwest</i>	<i>53</i>	<i>3.3%</i>			
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	6	0.4%	78652	5	0.3%	78702	91	5.6%
78617	61	3.8%	78704	69	4.3%	78721	85	5.3%
78640	4	0.2%	78735	5	0.3%	78722	3	0.2%
78719	10	0.6%	78736	3	0.2%	78723	103	6.4%
78741	123	7.6%	78737	1	0.1%	78724	69	4.3%
78742	3	0.2%	78739	1	0.1%	78725	1	0.1%
78744	107	6.6%	78745	78	4.8%	<i>Total East</i>	<i>352</i>	<i>21.8%</i>
78747	11	0.7%	78748	42	2.6%			
<i>Total Southeast</i>	<i>325</i>	<i>20.1%</i>	78749	12	0.7%			
			<i>Total Southwest</i>	<i>216</i>	<i>13.4%</i>			
West			Others					
	Num.	Pct.		Num.	Pct.			
78733	1	0.1%	Outside of Travis Co.	44	2.7%	78701	26	1.6%
78746	2	0.1%	Unknown	59	3.7%	78705	4	0.2%
<i>Total West</i>	<i>3</i>	<i>0.2%</i>	<i>Total Others</i>	<i>103</i>	<i>6.4%</i>	78751	13	0.8%
						78756	5	0.3%
						<i>Total Central</i>	<i>48</i>	<i>3.0%</i>

Note: Percentages may not total to 100% due to rounding.

CASA OF TRAVIS COUNTY: CHILD ADVOCACY

CASA of Travis County met or exceeded most performance goals. Program staff members reported that the volunteer numbers increased as a result of aggressive recruitment efforts (see the second output). According to staff, CASA began exploring new retention strategies over the past 12 months which have resulted in a slower than expected increase in retention (see the second outcome). Staff explained that they are working to steadily increase this percentage with continuing education offerings and additional efforts to encourage and support volunteers to take subsequent cases after they close their current cases.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,615	1,475	109%
Number of volunteers completing training	203	150	135%
Number of volunteers assigned to a case	600	565	106%
Outcomes			
Percentage of unduplicated clients successfully completing the program	90% (624/695)	90% (383/425)	100%
Percentage of volunteers who are retained and take another client's case	49% (158/322)	55% (311/565)	89%

CATHOLIC CHARITIES OF CENTRAL TEXAS

Immigration Legal Services

Program Description

The goal of the Immigration Legal Services (ILS) program is to provide high-quality, low-cost legal assistance in immigration-related matters to the immigrant community of central Texas. This begins with outreach to immigrant populations and, for those who are eligible, results in legal and technical assistance preparing the appropriate applications to the United States Citizenship and Immigration Service (USCIS), mailing the application packets to the correct USCIS site and providing any follow-up advocacy and action that may be necessary.

Funding

The total TCHHS/VS investment in the Immigration Legal Services program for 2013 was \$10,305. This investment comprised 1.9% of the total program budget.

Eligibility Criteria

Clients served by the ILS program are low income and are generally at or below 200% of the Federal Poverty Income Guidelines (FPIG). The majority reside in Travis County, though the program serves most of central Texas.

CATHOLIC CHARITIES OF CENTRAL TEXAS: IMMIGRATION LEGAL SERVICES

Client Demographics

Almost one-half (47%) of clients served by Immigration Legal Services are female, and more than one-quarter (28%) of clients are between the ages of 25 and 39. Almost two-thirds (63%) of clients are Hispanic or Latino, and almost two-thirds (63%) of clients are White. The income status of nearly one-third (31%) of clients is unknown because, as staff explained, outreach consultations do not request this information. Program staff also noted that some client responses were unclear and therefore categorized as unknown. (See Appendix A for specific income guideline levels.)

Gender	Num.	Pct.
Female	521	47%
Male	454	41%
Unknown	126	11%
<i>Total</i>	<i>1,101</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	692	63%
Not Hispanic or Latino	91	8%
Unknown	318	29%
<i>Total</i>	<i>1,101</i>	<i>100%</i>

Race	Num.	Pct.
Asian	70	6%
Black or African American	21	2%
White	692	63%
Unknown	318	29%
<i>Total</i>	<i>1,101</i>	<i>100%</i>

Age	Num.	Pct.
Under 5	9	1%
5 to 9	9	1%
10 to 14	22	2%
15 to 17	111	10%
18 to 24	160	15%
25 to 39	308	28%
40 to 59	245	22%
60 to 74	74	7%
75 and over	13	1%
Unknown	150	14%
<i>Total</i>	<i>1,101</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	131	12%
50% to 100%	237	22%
101% to 150%	243	22%
151% to 200%	105	10%
>200%	45	4%
Unknown	340	31%
<i>Total</i>	<i>1,101</i>	<i>100%</i>

Note: Percentages may not total to 100% due to rounding.

CATHOLIC CHARITIES OF CENTRAL TEXAS: IMMIGRATION LEGAL SERVICES

Client ZIP Codes

Out of 1,101 clients served, the Immigration Legal Services program served a large percentage (21%) of clients who resided in the Northeast area of Travis County. The ZIP codes of almost one-quarter (23%) of clients were unknown, which staff reported was due in part to a lack of client self-reporting, as well as the inclusion of consultation-only clients, whose information is not entered into the system. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78615	3	0.3%	78613	6	0.5%	78727	7	0.6%
78621	17	1.5%	78641	6	0.5%	78728	10	0.9%
78653	7	0.6%	78654	3	0.3%	78729	4	0.4%
78660	24	2.2%	78731	1	0.1%	78757	2	0.2%
78664	27	2.5%	78734	2	0.2%	78758	65	5.9%
78752	35	3.2%	78750	1	0.1%	78759	3	0.3%
78753	107	9.7%	<i>Total Northwest</i>	<i>19</i>	<i>1.7%</i>	<i>Total North</i>	<i>91</i>	<i>8.3%</i>
78754	15	1.4%						
<i>Total Northeast</i>	<i>235</i>	<i>21.3%</i>						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	9	0.8%	78652	3	0.3%	78702	17	1.5%
78612	9	0.8%	78704	14	1.3%	78721	20	1.8%
78617	35	3.2%	78735	8	0.7%	78722	1	0.1%
78640	12	1.1%	78745	21	1.9%	78723	27	2.5%
78741	38	3.5%	78748	9	0.8%	78724	36	3.3%
78744	48	4.4%	78749	3	0.3%	<i>Total East</i>	<i>101</i>	<i>9.2%</i>
78747	6	0.5%	<i>Total Southwest</i>	<i>58</i>	<i>5.3%</i>			
<i>Total Southeast</i>	<i>157</i>	<i>14.3%</i>						
Others			Central					
Outside of Travis Co.	181	16.4%	78701	2	0.2%			
Unknown	255	23.2%	78751	1	0.1%			
<i>Total Others</i>	<i>436</i>	<i>39.6%</i>	78756	1	0.1%			
			<i>Total Central</i>	<i>4</i>	<i>0.4%</i>			

Note: Percentages may not total to 100% due to rounding.

CATHOLIC CHARITIES OF CENTRAL TEXAS: IMMIGRATION LEGAL SERVICES

Performance Goals and Results

Most of the program’s performance measures met or exceeded performance goals, with a few falling short of performance targets. Staff explained that the total program performance goals are based broadly on past performance and potential capacity and that it is impossible to predict the types of cases the program will accept at any given time (see the fourth through seventh outputs). According to program staff, acceptance of cases depends on the needs of the community and of the clientele that are able to be screened and served. As a result, the program served more clients, provided more consultations, and accepted more cases than predicted (see the first, second, and third outputs). All of the program outcomes met performance goals.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total number of unduplicated clients served	1,101	800	138%
Total number of consultations provided	1,101	300	367%
Total number of cases accepted for further immigration legal services	678	500	136%
Total number of Lawful Permanent Resident applications filed	101	140	72%
Total number of U.S. Citizenship applications filed	43	70	61%
Total number of Immigration Court appearances	35	15	233%
Total number of applications for immigration benefits filed for victims of crimes	30	30	100%
Total number of applications filed for Deferred Action for Childhood Arrivals (I-821D)	138	200	69%
Total number of applications filed for Renewal of Lawful Permanent Resident cards (I-90)	36	40	90%
Total number of family-based petitions filed for family members (I-130)	68	100	68%
Total number of applications filed for other immigration assistance (including: TPS, FOIA, RFE, Waivers, etc.)	76	30	253%
Outcomes			
Percentage of persons who received Lawful Permanent Resident status	96% (112/117)	100% (140/140)	96%
Percentage of clients who received U.S. Citizenship	94% (44/47)	100% (70/70)	94%

CATHOLIC CHARITIES OF CENTRAL TEXAS: IMMIGRATION LEGAL SERVICES

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Percentage of applications approved for immigration benefits on behalf of victims of crime	100% (19/19)	100% (50/50)	100%
Percentage of Deferred Action for Childhood Arrivals cases approved	100% (275/275)	100% (200/200)	100%
Percentage of applications for Lawful Permanent Resident Renewal/Replacement Cards approved	100% (12/12)	100% (40/40)	100%
Percentage of Family-based Petitions for family members approved	92% (48/52)	100% (100/100)	92%
Percentage of clients for whom other immigration applications were filed who received intended benefit	100% (62/62)	100% (30/30)	100%

Legal Assistance Program

Program Description

Texas RioGrande Legal Aid (TRLA) provides free legal advocacy and related educational services to low-income persons in a direct effort to address basic needs for housing, safety and financial support. The Legal Assistance Program works to leverage public benefits for residents and to prevent and reduce homelessness by:

- Representing those whose public benefits have been denied, reduced, or are due to expire when conditions merit an appeal of these decisions;
- Educating low income individuals and social service agency staff who work with poor and/or homeless populations about housing legal rights and responsibilities under municipal, state, and federal laws;
- Educating low income individuals and social service agency staff who work with poor populations about legal rights and responsibilities related to public benefits under municipal, state, and federal laws;
- Preventing homelessness through intervention in crisis situations;
- Assisting individuals and families access federal housing programs and low-income tax credit housing when illegally denied such housing;
- Enforcing Fair Housing laws to ensure that individuals and families do not lose their housing and are not illegally denied housing in violation of the Fair Housing Act of Section 504 of the Rehabilitation Act of 1973;
- Ensuring that individuals and families participating in any of the federal housing programs have rent correctly calculated to maximize their ability to become self-sufficient;
- Assisting families and individuals overcome the denial of illegal barriers to maintaining or obtaining affordable housing, especially federal housing;
- Assisting families threatened with mortgage foreclosures, tax foreclosures, and homeowner association foreclosures avoid foreclosure and loss of equity.

Funding

The total TCHHS/VS investment in the Legal Assistance Program for 2013 was \$173,675. This investment comprised 13.2% of the total program budget.

Legal Assistance Program

Eligibility Criteria

TRLA serves low income and disadvantaged clients in a 68-county service area that covers the southwestern third of the state of Texas, including the entire Texas-Mexico border region. To be eligible for free legal services, clients must have an income at or below 125% of the Federal Poverty Income Guideline (FPIG). In certain cases, clients may have incomes up to 200% of the FPIG and be eligible for TRLA services. TRLA clients include the unemployed, working poor, elderly, people with disabilities, victims of domestic violence, the homeless, foster youth, and other at-risk populations. TRLA's screening process is designed to prioritize clients whose legal problems are life-threatening or life-altering.

TEXAS RIOGRANDE LEGAL AID, INC.: LEGAL ASSISTANCE PROGRAM

Client Demographics

More than two-thirds (68%) of clients served were female. Nearly one-half (48%) of clients were in the 40 to 59 age group, and 28% of clients were between the ages of 25 and 39. Almost one-third (32%) of clients were Hispanic or Latino. Over one-half (59%) of clients were White, and 35% were Black or African American. More than one-third (39%) had incomes below 50% of the Federal Poverty Income Guidelines (FPIG). (See Appendix A for specific income guideline levels.)

Gender	Num.	Pct.
Female	865	68%
Male	405	32%
Unknown	8	1%
<i>Total</i>	<i>1,278</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	411	32%
Not Hispanic or Latino	867	68%
<i>Total</i>	<i>1,278</i>	<i>100%</i>

Race	Num.	Pct.
American Indian and Alaska Native	4	0.3%
Asian	16	1%
Black or African American	442	35%
White	757	59%
Some other race	35	3%
Two or more races	16	1%
Unknown	8	1%
<i>Total</i>	<i>1,278</i>	<i>100%</i>

Age	Num.	Pct.
5 to 9	2	0.2%
10 to 14	10	1%
15 to 17	7	1%
18 to 24	82	6%
25 to 39	360	28%
40 to 59	611	48%
60 to 74	165	13%
75 and over	33	3%
Unknown	8	1%
<i>Total</i>	<i>1,278</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	498	39%
50% to 100%	414	32%
101% to 150%	223	17%
151% to 200%	120	9%
>200%	23	2%
<i>Total</i>	<i>1,278</i>	<i>100%</i>

Note: Percentages may not total to 100% due to rounding.

TEXAS RIOGRANDE LEGAL AID, INC.: LEGAL ASSISTANCE PROGRAM

Client ZIP Codes

More than one-quarter (26%) of 1,278 total clients in the Legal Assistance Program resided in the East area of Travis County. The Southeast (19%) area also had a large share of clients in residence. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	12	0.9%	78641	1	0.1%	78727	14	1.1%
78660	60	4.7%	78645	9	0.7%	78728	17	1.3%
78752	38	3.0%	78726	3	0.2%	78729	9	0.7%
78753	72	5.6%	78730	1	0.1%	78757	10	0.8%
78754	26	2.0%	78731	5	0.4%	78758	60	4.7%
<i>Total Northeast</i>	<i>208</i>	<i>16.3%</i>	78732	1	0.1%	78759	12	0.9%
			78734	3	0.2%	<i>Total North</i>	<i>122</i>	<i>9.5%</i>
			78750	11	0.9%			
			<i>Total Northwest</i>	<i>34</i>	<i>2.7%</i>			
Southeast			Southwest			East		
78617	40	3.1%	78652	5	0.4%	78702	113	8.8%
78741	104	8.1%	78704	86	6.7%	78721	58	4.5%
78744	86	6.7%	78736	2	0.2%	78722	5	0.4%
78747	13	1.0%	78737	2	0.2%	78723	85	6.7%
<i>Total Southeast</i>	<i>243</i>	<i>19.0%</i>	78739	1	0.1%	78724	64	5.0%
			78739	1	0.1%	78725	13	1.0%
			78745	63	4.9%	<i>Total East</i>	<i>338</i>	<i>26.4%</i>
			78748	29	2.3%			
			78749	4	0.3%			
			<i>Total Southwest</i>	<i>192</i>	<i>15.0%</i>	Central		
						78701	32	2.5%
						78705	4	0.3%
						78751	12	0.9%
						78756	7	0.5%
						<i>Total Central</i>	<i>55</i>	<i>4.3%</i>
West			Others					
78703	3	0.2%	Unknown	79	6.2%			
78733	2	0.2%	<i>Total Others</i>	<i>79</i>	<i>6.2%</i>			
78746	2	0.2%						
<i>Total West</i>	<i>7</i>	<i>0.5%</i>						

Note: Percentages may not total to 100% due to rounding.

TEXAS RIOGRANDE LEGAL AID, INC.: LEGAL ASSISTANCE PROGRAM

Performance Goals and Results

Texas RioGrande Legal Aid had mixed performance results, exceeding goals on all outcome measures but falling short of targets on all output measures. Program staff explain that in June, 30 staff members were laid off as a result of budget cuts due to sequestration and other loss of funding, affecting the number of new clients served. Staff note that they provided the same quality legal services to clients but at a reduced capacity.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,278	1,925	66%
Number of housing legal assistance clients served	915	1,398	65%
Number of public benefits legal assistance clients served	453	613	74%
Outcomes			
Percentage of clients who, because of being provided legal assistance, experienced improvement in their ability to maintain or access housing	98% (797/813)	95% (839/887)	104%
Percentage of clients who, because of being provided legal assistance, obtained, preserved or increased a public benefit	97% (323/334)	95% (383/405)	102%
Percentage of clients who were satisfied with the legal services provided	98% (1,120/1,147)	96% (1,244/1,292)	101%

Appendix A

2013 Federal Poverty Income Guidelines

Most TCHHS/VS contracts require programs to serve participants with household incomes at or below 200% of the Federal Poverty Income Guideline (FPIG) level. Some programs have chosen to follow a more stringent threshold. The following table presents the federal poverty thresholds by household size and income.

Household Size	Income Limits for Threshold Levels				
	50%	100%	125%	150%	200%
1	\$5,745	\$11,490	\$14,363	\$17,235	\$22,980
2	\$7,755	\$15,510	\$19,388	\$23,265	\$31,020
3	\$9,765	\$19,530	\$24,413	\$29,295	\$39,060
4	\$11,775	\$23,550	\$29,438	\$35,325	\$47,100
5	\$13,785	\$27,570	\$34,463	\$41,355	\$55,140
6	\$15,795	\$31,590	\$39,488	\$47,385	\$63,180
7	\$17,805	\$35,610	\$44,513	\$53,415	\$71,220
8	\$19,815	\$39,630	\$49,538	\$59,445	\$79,260

For families/households with more than 8 persons, add \$4,020 for each additional person.

Data source: "2013 Poverty Guidelines," U.S. Department of Health & Human Services, *Federal Register*, Vol. 78, No. 16, January 24, 2013, pp. 5182-5183, <http://aspe.hhs.gov/poverty/13poverty.cfm>.

2013 Austin Median Family Income Guidelines

The Blackland Community Development Corporation and Foundation for the Homeless contracts require participants in their programs to have a household income at or below 50% of the Austin Median Family Income (MFI) level. Other programs may also use Austin MFI guidelines when measuring client incomes. The following table presents the median family income limits established by the U.S. Department of Housing and Urban Development (HUD) for the Austin-Round Rock Metropolitan Statistical Area.

Household Size	Income Limits for Threshold Levels		
	30% (Extremely Low)	50% (Very Low)	80% (Low)
1	\$15,400	\$25,650	\$41,000
2	\$17,600	\$29,300	\$46,850
3	\$19,800	\$32,950	\$52,700
4	\$21,950	\$36,600	\$58,550
5	\$23,750	\$39,550	\$63,250
6	\$25,500	\$42,500	\$67,950
7	\$27,250	\$45,400	\$72,650
8	\$29,000	\$48,350	\$77,300

Data source: "Austin-Round Rock-San Marcos, TX MSA FY 2013 Income Limits Summary," U.S. Department of Housing and Urban Development, <http://www.huduser.org>.

Appendix B

ZIP Code Classification Map

ZIP codes located within Travis County are classified into one of the following eight descriptive categories: Central, East, North, Northeast, Northwest, Southeast, Southwest, and West. These categories were designed to provide a frame of reference when locating ZIP codes on the map and are used to highlight client concentrations across geographic areas.

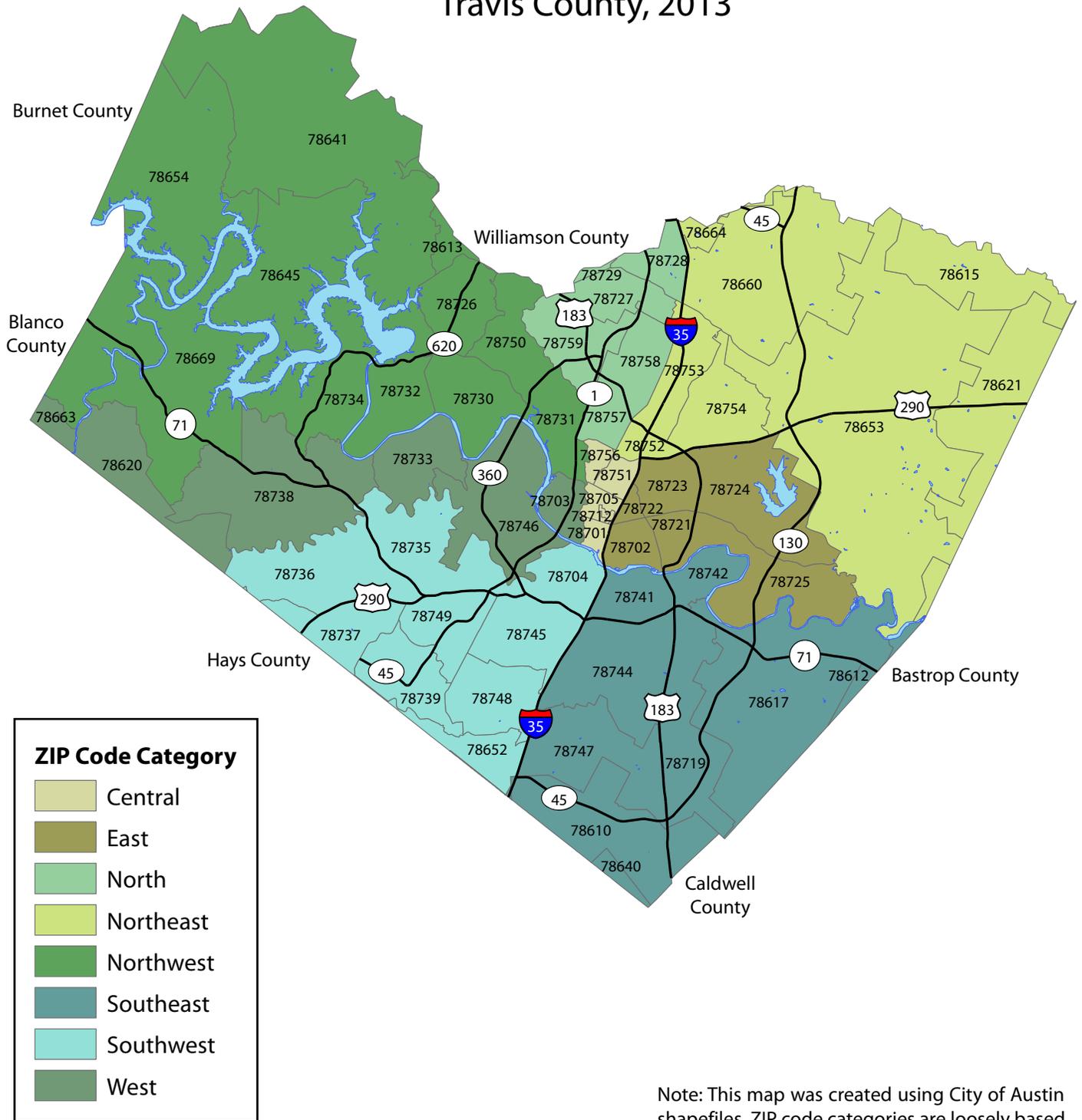
Descriptive categories are loosely based on Multiple Listing Service (MLS) categories. Occasionally, a ZIP code spans multiple MLS areas. For such ZIP codes, categorization was based on where the bulk of the ZIP code area was located. For example, if a ZIP code spanned the West, South, and Southwest areas, but the majority of the ZIP code area was located in the West area, it was classified as “West.”

A number of ZIP codes are located in Travis County and an adjoining county. These ZIP codes were classified by where the area found inside Travis County lines was mostly located. For example, a ZIP code area may be located in the West area of Travis County, but the majority of the ZIP code area outside of Travis County may be in the Southwest area. In this example, the ZIP code would be classified as “West.”

Please note that the 78616 ZIP code has a miniscule portion of its area within Travis County boundaries and thus is not included on the ZIP code classification map.

ZIP Code Categories

Travis County, 2013



Note: This map was created using City of Austin shapefiles. ZIP code categories are loosely based on Multiple Listing Service (MLS) categories.

Created by: Travis County HHS/VS Research & Planning Division, 2013.



Endnotes

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